

# 90% OF SURGERIES SCHEDULED BEFORE PATIENTS LEAVE OFFICE

## UROLOGY PARTNERS



Urology



Bradenton, FL



8 Surgeons



3 Surgical facilities



Meridian



Intergy (Greenway)



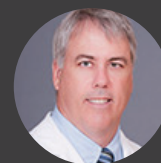
Surgimate lets us schedule surgeries so much faster. We are now able to focus on providing the best care to our patients.



Brittany Bennett  
Surgical Scheduling Supervisor



With Surgimate App, I can access my schedule wherever I am and stay in the loop with all last minute changes.



Dr. Edward Herrman  
Surgeon

# ELECTRONIC TRACKING ENSURES NO CASES FALL THROUGH THE CRACKS

## CHALLENGES

Urology Partners used a manual process to schedule surgeries and were unable to keep up with the volume of patients coming through their office. Staff called patients to schedule their surgeries after their visit, but were not always able to catch them and secure the booking. Forms were then completed by hand and mailed to the patients. Due to backlogs, the scheduling process was often delayed, which also delayed the insurance staff from starting the authorization process.

## SOLUTION

In 2014, Urology Partners automated their entire scheduling process with Surgimate. Now they are able to schedule surgeries before patients leave the office and generate the paperwork immediately. The insurance department can instantly view newly scheduled surgeries, and start the benefits and authorization process right away.

## SUCCESS

- ✓ Added one new surgeon without adding more staff
- ✓ Connected surgeons to their schedules via Surgimate App
- ✓ Eliminated manual paperwork
- ✓ Introduced electronic tracking for authorizations and clearances
- ✓ Enabled billing staff to see updates in real-time